

Specialized Non-Emergency Transportation Key Contacts Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday–Friday		
Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P.O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • Send paper claims to this address. • Call for answers to claims questions.
Client Eligibility		<ul style="list-style-type: none"> • See <i>Eligibility</i> in the <i>Key Contacts</i>.
Passport Client Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid/HMKPlus Client Help Line Phone: (800) 362-8312 In- and out-of-state	<ul style="list-style-type: none"> • Clients who have general Medicaid questions may call the Client Help Line.
Passport Provider Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid Provider Help Line Phone: (800) 624-3958 In- and out-of-state	<ul style="list-style-type: none"> • For answers to any Passport-related questions. • To enroll as a Passport provider.
Policy Questions	Jan Paulsen Medicaid Services Bureau 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-4189 In- and out-of-state Fax: (406) 444-1861 E-mail: jpaulsen@mt.gov	<ul style="list-style-type: none"> • See also <i>Policy Information</i> in <i>Key Contacts</i>.
Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • To enroll as a Montana Medicaid provider.
Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • For questions about claims, EDI, eligibility, payments, and denials, or to request billing instructions, call or write. • Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information website.

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Restricted Client Authorization	Surveillance/Utilization Review Section (SURS) P.O. Box 202953 Helena, MT 59620 Phone: (406) 444-4167 In- and out-of-state	<ul style="list-style-type: none"> For authorization for emergency services provided for restricted clients, contact SURS. All other services must be authorized by the client's designated provider. See <i>Authorization, Prior and Restricted</i> in the <i>Key Contacts</i> list for other authorization information.
Team Care	Michael Huntly Managed Care Bureau DPHHS P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-9673 In- and out-of-state E-mail: mhuntly@mt.gov	<ul style="list-style-type: none"> For more information on the Team Care program, consult the <i>General Information for Providers</i> manual, <i>Passport</i> and <i>Prior Authorization</i> chapters.
Third Party Liability	Third Party Liability Unit P.O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> For answers to questions about private insurance, Medicare or other third party liability.